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OFFICE OF THE  
EXECUTIVE SECRETARY

February 6, 2002

Mr. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

VIA HAND DELIVERY

Re: Docket to Establish Generic Performance Measures, Benchmarks, and Enforcement  
Mechanisms for BellSouth Telecommunications, Inc.  
Docket No. 01-00193

Dear Mr. Waddell:

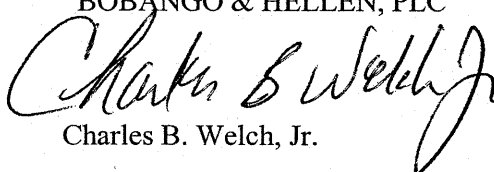
At various stages during the proceedings in the referenced docket, Time Warner Telecom of the Mid-South, L.P. ("Time Warner") offered its special access performance measurements. MCI WorldCom filed a different set of measurements, although its measurements were similar to those of Time Warner in most all material respects. Since the conclusion of the hearing in this docket, competing local exchange carriers, including Time Warner and MCI WorldCom, have developed a consensus set of special access performance measurements which have been filed with the FCC and the Georgia Public Service Commission as the "Joint Competitive Industry Group Proposal." I have enclosed herewith a copy of the these filings.

Time Warner has not altered its fundamental position from that presented to the Authority throughout the course of this proceeding. We do feel it is important, however, to advise the Authority that a CLEC industry consensus has been reached and that all interested members have supported that consensus in two other forums.

I am providing 13 copies of this letter with enclosures. We would appreciate your assistance in filing same in the usual fashion. If you have any questions or comments, please do not hesitate to call.

Very truly yours,

FARRIS MATHEWS BRANAN  
BOBANGO & HELLEN, PLC



Charles B. Welch, Jr.

Enclosure

cc: All parties of record

FEB - 5 2002

BEFORE THE  
GEORGIA PUBLIC SERVICE COMMISSION

IN RE: Performance Measurements for     )  
Telecommunications Interconnection,     )     Docket No. 7892-U  
Unbundling and Resale                     )

NOTICE OF FILING OF SPECIAL ACCESS METRICS

WorldCom, Inc. ("WorldCom") gives notice that it is filing herewith "ILEC Performance Measurements and Standards" that cover the essential aspects of ordering, provisioning and maintenance and repair for special access services. On January 22, 2002, a number of competitive telecommunications carriers, trade associations and a business user group filed this core set of measures to monitor the quality and timeliness of special access services provided by Regional Bell Operating Companies and certain other incumbent local exchange companies. The companies and groups supporting these metrics at the FCC include WorldCom and Time Warner Telecom, as well as eleven other companies, the Association for Local Telecommunications Services, the Competitive Telecommunications Association and the eCommerce & Telecommunications Users Group. The ILEC Performance Measurements and Standards are similar in many respects to the special access metrics previously filed in this docket by Time Warner Telecom, but incorporate some changes that lead to the consensus among competitive carriers and trade groups. Georgia now has the opportunity to become the first state in the country to adopt these special access metrics.

The Commission Staff has stated its intention to recommend approval of special access metrics on a trial basis. Accordingly, WorldCom respectfully requests the

Commission to adopt the ILEC Performance Measurements and Standards filed herewith  
for purposes of that trial and thereafter on a permanent basis.

Respectfully submitted, this 29 day of January, 2002.



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January 22, 2002

The Honorable Michael K. Powell  
Chairman  
Federal Communications Commission  
445 Twelfth Street, S.W., Suite TW-A325  
Washington, D.C. 20554

Re: Joint Competitive Industry Group Proposal Regarding Performance  
Metrics and Installation Intervals for Interstate Special Access Services

Dear Chairman Powell:

The undersigned competitive telecommunications carriers, trade associations and the eCommerce & Telecommunications Users Group (eTUG) (the "Joint Competitive Industry Group") urge the Commission to adopt performance measures, performance standards, and reporting requirements to govern the provision of special access services by incumbent local exchange carriers (LECs). Since release of the Commission's Notice of Proposed Rulemaking in this proceeding, the Joint Competitive Industry Group has devoted considerable time and effort to the development of a coherent, practical, and enforceable set of such measures, standards and reporting requirements. The results of that effort are reflected in the attached Performance Measurements & Standards applicable to the provision of all interstate special access services by Tier 1/Class A incumbent LECs (Attachment A), as well as the attached proposal regarding Offered Installation Intervals (Attachment B).

The Joint Competitive Industry Group believes that its proposal accomplishes the following objectives:

- (1) A united competitive industry and user group view regarding the best way to achieve the quality of special access provisioning required to serve business customers;
- (2) A concise set of metrics that will induce proper provisioning and deter discrimination by incumbent LECs;
- (3) A set of metrics that can easily be incorporated into a remedy plan.

Chairman Powell

January 22, 2002

Page 2

The Joint Competitive Industry Group therefore urges the Commission to adopt the Group's proposal regarding performance metrics and installation intervals.

Sincerely,

**The Joint Competitive Industry Group**

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Chairman Powell  
January 22, 2002  
Page 3

Attachments

cc: Commissioner Abernathy  
Commissioner Copps  
Commissioner Martin  
Dorothy Attwood  
Jeffrey Carlisle  
Michelle Carey  
Uzoma Onyeije  
Magalie Roman Salas

**ATTACHMENT A**

**Joint Competitive Industry Group  
Proposal**

**ILEC PERFORMANCE  
MEASUREMENTS & STANDARDS**

in the  
**Ordering, Provisioning,  
and  
Maintenance & Repair  
of**

**SPECIAL ACCESS SERVICE**

**Version 1.1**

Issued: January 18, 2002

# ILEC Performance Measurements and Standards

## TABLE OF CONTENTS

---

REPORTING DIMENSIONS.....	3
<b>ORDERING</b>	
JIP-SA-1 FOC RECEIPT.....	4
JIP-SA-2 FOC RECEIPT PAST DUE.....	5
JIP-SA-3 OFFERED VERSUS REQUESTED DUE DATE.....	6
<b>PROVISIONING</b>	
JIP-SA-4 ON TIME PERFORMANCE TO FOC DUE DATE.....	7
JIP-SA-5 DAYS LATE.....	8
JIP-SA-6 AVERAGE INTERVALS – REQUESTED / OFFERED / INSTALLATION.....	9
JIP-SA-7 PAST DUE CIRCUITS.....	10
JIP-SA-8 NEW INSTALLATION TROUBLE REPORT RATE.....	11
<b>MAINTENANCE AND REPAIR</b>	
JIP-SA-9 FAILURE RATE.....	12
JIP-SA-10 MEAN TIME TO RESTORE.....	13
JIP-SA-11 REPEAT TROUBLE REPORT RATE.....	14
<b>GLOSSARY.....</b>	<b>15</b>



# ILEC Performance Measurements and Standards

## Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth  
    Sub Totaled by State  
    Totaled by ILEC

Comparison reports are required for:

- CLEC/ IXC Carrier Aggregate
- ILEC Affiliates Aggregate

**Special Access** is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing ILEC end office switches.

Special access services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

**Exclusions:** Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements are excluded from these Performance Measures.

**Reporting Period:** The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

# ILEC Performance Measurements and Standards

## ORDERING

### Measurement: JIP-SA-1 FOC Receipt

#### Description

The Firm Order Confirmation (FOC) is the ILEC response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. The expectation is that the ILEC will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at the ILEC's request due to a lack of ILEC facilities or otherwise.

#### Calculation Methodology

Percent Meeting Performance Standard:

$$\frac{[\text{Count FOCs received where (FOC Receipt Date - ASR Sent Date)} \leq \text{Performance Standard}] / \text{Total FOCs received during reporting period} \times 100}{}$$

FOC Receipt - Distribution:

(FOC Receipt Date - ASR Sent Date), for each FOC received during reporting period, distributed by:  
0 day, 1 day, 2 days, through 10 days and > 10 days

ASRs Withdrawn at ILEC Request due to a lack of ILEC Facilities or Otherwise

Count of ASRs, which have not yet received a FOC, Withdrawn at ILEC Request, during the current reporting period, due to a lack of ILEC facilities or otherwise

#### Business Rules

1. Counts are based on each instance of a FOC received from the ILEC. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

Percent FOCs Received within Standard

- DS0 => 98.0% within 2 business days
- DS1 => 98.0% within 2 business days
- DS3 => 98.0% within 5 business days
- OCn - ICB (Individual Case Basis)

FOC Receipt Distribution

- Diagnostic

ASRs Withdrawn at ILEC Request Due to a Lack of ILEC Facilities or Otherwise - Diagnostic

# ILEC Performance Measurements and Standards

## ORDERING

### Measurement: JIP-SA-2 FOC Receipt Past Due

#### Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from the ILEC within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs and is essential to ensure that FOCs are being received in a timely manner from the ILECs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

#### Calculation Methodology

Percent FOC Receipt Past Due - Without Open Query/Reject:

Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs sent during reporting period x 100

FOC Receipt Past Due - Without Open Query/Reject - Distribution:

[(End of Reporting Period – ASR Sent date) – (Expected FOC Receipt Interval)] for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by;  
1-5 Days, 6-10 Days, 11-20 Days, 21- 30 Days, 31-40 Days, and > 40 Days

Percent FOC Receipt Past Due - With Open Query/Reject:

Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs sent during reporting period x 100

#### Business Rules

1. All counts are based on the latest ASR request sent to the ILEC. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

Percent FOC Receipt Past Due - Without Open Query/Reject	< 2.0 % FOC Receipt Past Due
FOC Receipt Past Due – Without Open Query/Reject - Distribution	- Diagnostic
Percent FOC Receipt Past Due - With Open Query/Reject	- Diagnostic

# ILEC Performance Measurements and Standards

## ORDERING

### Measurement: JIP-SA-3 Offered Versus Requested Due Date

#### Description

The Offered Versus Requested Due Date measure reflects the degree to which the ILEC is committing to install service on the CLEC or IXC Carrier Requested Due Date (CRDD), when a Due Date Request is equal to or greater than the ILEC stated interval. A distribution of the delta, the difference between the CRDD and the Offered Date, for these FOCs is required for diagnostic purposes.

#### Calculation Methodology

Percent Offered with CLEC or IXC Carrier Requested Due Date:

$$\frac{[\text{Count of ASRs where (FOC Due Date = CRDD)}]}{[\text{Total number of ASRs where (CRDD - ASR Sent Date) = > ILEC Stated Interval}]} \times 100$$

Offered versus Requested Interval Delta – Distribution:

$$[(\text{Offered Due Date} - \text{CRDD}) \text{ where } (\text{CRDD} - \text{ASR Sent Date}) = > \text{ILEC Stated Interval}] \text{ for each FOC received during the reporting period, distributed by; } 0 \text{ Days, } 1\text{-}5 \text{ Days, } 6\text{-}10 \text{ Days, } 11\text{-}20 \text{ Days, } 21\text{-}30 \text{ Days, } 31\text{-}40 \text{ Days, and } > 40 \text{ Days}$$

#### Business Rules

1. Counts are based on each instance of a FOC received from the ILEC. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

Percent Offered with CRDD (where CRDD = > ILEC Stated Interval) = 100%

Offered versus Requested Interval Delta – Distribution - Diagnostic

ILEC Stated Intervals: To be determined by ILEC

# ILEC Performance Measurements and Standards

## PROVISIONING

### Measurement: JIP-SA-4 On Time Performance To FOC Due Date

#### Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR sent. Customer Not Ready (CNR) situations may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

#### Calculation Methodology

Percent On Time Performance to FOC Due Date – With CNR Consideration:

$$\frac{[(\text{Count of Circuits Completed on or before ILEC Committed Due Date} + \text{Count of Circuits Completed after FOC Due Date with a verifiable CNR code}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100}{}$$

Percent On Time Performance to FOC Due Date – Without CNR Consideration:

$$\frac{[(\text{Count of Circuits Completed on or before ILEC Committed Due Date}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100}{}$$

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

#### Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. The ILEC must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

Percent On Time to FOC Due Date - With CNR Consideration      => 98.0 % On Time  
Percent On Time to FOC Due Date - Without CNR Consideration      - Diagnostic

# ILEC Performance Measurements and Standards

## PROVISIONING

### Measurement: JIP-SA-5 Days Late

#### Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of ILEC facilities is required for diagnostic purposes.

#### Calculation Methodology

Average Days Late:

$$\frac{\sum[\text{Circuit Completion Date} - \text{ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code)}]}{\text{Count of Circuits Completed Beyond ILEC Committed Due Date without a CNR code}}$$

Days Late Distribution:

Circuit Completion Date – ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code) distributed by: 1 day, 2-5 Days, 6-10 Days, 11-20 Days, 21- 30 Days, 31-40 Days, and > 40 Days

Average Days Late Due to a Lack of ILEC Facilities:

$$\frac{\sum[\text{Circuit Completion Date} - \text{ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code and due to a Lack of ILEC Facilities)}]}{\text{Count of Circuits Completed Beyond ILEC Committed Due Date without a CNR code and due to a Lack of ILEC Facilities}}$$

#### Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. The ILEC must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

Average Days Late	< 3.0 Days
Days Late Distribution	- Diagnostic
Average Days Late Due to a Lack of ILEC Facilities	- Diagnostic

# ILEC Performance Measurements and Standards

## PROVISIONING

### Measurement: JIP-SA-6 Average Intervals - Requested/Offered/Installation

#### Description

The intent of this measure is to capture three important aspects of the provisioning process and display them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average ILEC Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

#### Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

$$\text{Sum (CRDD - ASR Sent Date)} / \text{Total Circuits Completed during reporting period}$$

Average ILEC Offered Interval:

$$\text{Sum (FOC Due Date - ASR Sent Date)} / \text{Total Circuits Completed during reporting period}$$

Average Installation Interval:

$$\text{Sum (ILEC Completion Date - ASR Sent Date)} / \text{Total Circuits Completed during reporting period}$$

#### Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.
5. The Average Installation Interval includes all completions.

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

Average Requested Interval - Diagnostic  
Average Offered Interval - Diagnostic  
Average Installation Interval - Diagnostic

# ILEC Performance Measurements and Standards

## PROVISIONING

### Measurement: JIP-SA-7 Past Due Circuits

#### Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received an FOC Due Date but the date has passed. Results are separated into those held for ILEC reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of ILEC facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

#### Calculation Methodology

Percent Past Due Circuits:

$$\left[ \frac{\text{Count of all circuits not completed at the end of the reporting period} > 5 \text{ days beyond the FOC Due Date, grouped separately for Total ILEC Reasons, Lack of ILEC Facility Reasons, and Total CLEC/Carrier Reasons}}{\text{Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period}} \right] \times 100$$

Past Due Circuits Distribution:

Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by: 1-5 days, 6-10 days, 11-20 days, 21-30 days, 31-40 Days, > 40 days

Percent Cancellations After FOC Due Date:

$$\left[ \frac{\text{Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled} > \text{FOC Due Date))}}{\text{Total circuits Past Due at the end of the previous reporting period}} \right] \times 100$$

#### Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is or is not identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. The ILEC must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

#### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

#### Levels of Disaggregation

- DSO / DS1 / DS3 / OCn

#### Performance Standard

Percent Past Due Circuits - Total ILEC Reasons	< 3.0 % > 5 days beyond FOC Due Date
Percent Past Due Circuits - Due to Lack of ILEC Facilities	- Diagnostic
Percent Past Due Circuits - Total CLEC Reasons	- Diagnostic
Past Due Circuits Distribution	- Diagnostic
Percent Cancellation After FOC Due Date	- Diagnostic



# ILEC Performance Measurements and Standards

## PROVISIONING

### Measurement: JIP-SA-8 New Installation Trouble Report Rate

#### Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

#### Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:

$$\frac{[\text{Count (trouble reports within 30 Calendar Days of Installation)}]}{(\text{Total Number of Circuits Installed in the Report Period})} \times 100$$

#### Business Rules

1. The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the preceding 30 calendar days is based on the creation date of the trouble ticket.

#### Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

#### Levels of Disaggregation

- DS0
- DS1
- DS3
- OCn

#### Performance Standard

New Installation Trouble Report Rate  $\leq 1.0$  trouble reports per 100 circuits installed

# ILEC Performance Measurements and Standards

## MAINTENANCE & REPAIR

### Measurement: JIP-SA-9 Failure Rate

#### Description

Failure Rate measures the overall quality of the circuits being provided by the ILEC and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized by multiplying by 12 months.

#### Calculation Methodology

Failure Rate – Annualized:

$$\{[(\text{Count of Trouble Reports resolved during the Reporting Period}) / (\text{Number of Circuits In Service at the end of the Report Period})] \times 100\} \times 12$$

#### Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when the ILEC issues notice to the CLEC or IXC Carrier that the circuit has been restored to normal operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

#### Exclusions:

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

#### Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

#### Performance Standard

Failure Rate Annualized	- Below DS3	<= 10.0%
	- DS3 and Above	<= 10.0%

# ILEC Performance Measurements and Standards

## MAINTENANCE & REPAIR

### Measurement: JIP-SA-10 Mean Time to Restore

#### Description

The Mean Time To Restore interval measures the promptness in restoring circuits to normal operating levels when a problem or trouble is referred to the ILEC. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to the ILEC to the time the ILEC closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as Found OK / Test OK, is required for diagnostic purposes.

#### Calculation Methodology

Mean Time To Restore:

$$\frac{\sum [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier - Date and Time of Trouble Ticket Referred to the ILEC) - (Customer Hold Times)]}{(Count of Trouble Tickets Resolved in Reporting Period)}$$

% Out of Service Greater than 24 hrs:

$$\frac{[Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier - Date and Time of Trouble Ticket Referred to the ILEC) - (Customer Hold Times) is > 24 \text{ hrs}]}{(Count of Trouble Tickets Resolved in Reporting Period)} \times 100$$

Mean Time To Restore – Found OK / Test OK:

$$\frac{\sum [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as Found OK/Test OK - Date and Time of Trouble Ticket Referred to the ILEC) - (Customer Hold Times)]}{(Count of Trouble Tickets Resolved in Reporting Period as Found OK/Test OK)}$$

#### Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when the ILEC issues notice to the CLEC or IXC Carrier that the customer's service is restored to normal operating parameters.
6. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user's premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

#### Exclusions:

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

#### Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

#### Performance Standard

Mean Time to Restore	- Below DS3	<= 2.0 Hours
	- DS3 and Above	<= 1.0 Hour
% Out of Service > 24 Hrs		- Diagnostic
Mean Time to Restore – Found OK / Test OK		- Diagnostic

# ILEC Performance Measurements and Standards

## MAINTENANCE & REPAIR

### Measurement: JIP-SA-11 Repeat Trouble Report Rate

#### Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

#### Calculation Methodology

Repeat Trouble Report Rate:

$$\frac{[(\text{Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days})]}{(\text{Number of Reports in the Report Period})} \times 100$$

#### Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when the ILEC issues notice to the CLEC or IXC Carrier that the circuit has been restored to normal operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as FOK/TOK/CPE/IXC, then the second trouble must be counted as a repeat trouble report if it is resolved to ILEC reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

#### Exclusions:

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

#### Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

#### Performance Standards

Repeat Trouble Report Rate	- Below DS3	<= 6.0%
	- DS3 and Above	<= 3.0%

# ILEC Performance Measurements and Standards

## GLOSSARY

Term	Definition
<b>Access Service Request (ASR)</b>	A request to an ILEC to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs
<b>Business Days</b>	Monday thru Friday excluding holidays
<b>Customer Not Ready (CNR)</b>	A verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready
<b>Facility Check</b>	A pre-provisioning check performed by the ILEC, in response to an access service request, to determine the availability of facilities and assign the installation date
<b>Firm Order Confirmation (FOC)</b>	The notice returned from the ILEC, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date
<b>Unsolicited FOC</b>	An Unsolicited FOC is a supplemental FOC issued by the ILEC to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier
<b>Project</b>	Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes
<b>Query/Reject</b>	An ILEC response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued
<b>Repeat Trouble</b>	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
<b>Supplement ASR</b>	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.

## **ATTACHMENT B**

### **Joint Competitive Industry Group Proposal**

### **OFFERED INSTALLATION INTERVALS**

The purpose of this document is to establish a definition of the offered installation interval referenced in ILEC Performance Measurement JIP-SA 3 (Offered Versus Requested Due Date).<sup>1</sup>

#### **Definition**

The Offered Interval may not be longer than the least of:

1. The Standard Interval

DS0: 7 business days

DS1: 7 business days

DS3: 14 business days

2. The Interval Stated (published) by the ILEC; or

3. The Interval actually provided to the ILEC's Affiliates or the ILEC's Retail Customers in that state

Provided, however, that if the carrier-customer requests a longer interval, the customer-requested interval shall become the offered interval.

Issued: January 18, 2002

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<sup>1</sup> See Joint Competitive Industry Group Proposal, ILEC Performance Measurements & Standards in the Ordering, Provisioning, and Maintenance & Repair of Special Access Service, Version 1.1, Issued January 18, 2002, at page 6.

## **CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true and exact copy of the within and foregoing **NOTICE OF FILING OF SPECIAL ACCESS METRICS** via United States First Class Mail, postage paid and properly addressed to the following:

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Governors Office of Consumer Affairs  
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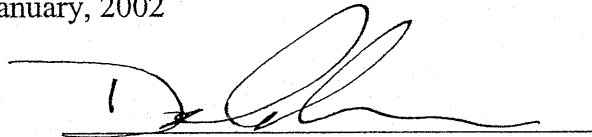
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This 29<sup>th</sup> day of January, 2002

A handwritten signature in black ink, consisting of a stylized 'D' followed by a series of loops and a long horizontal stroke.

David I. Adelman